ISR Services 2004
Data Collection

Centralized Training
Dallas, Texas
12 – 16 Jan 2004

Getting Started and Using Services Web

ISR Homepage - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address http://www.isr.pentagon.mil/ Go Links

ISR

INSTALLATION STATUS REPORT

ISR HOME
ISR Command Viewer
ISR - Infrastructure
ISR - Environment
ISR - Services / SBC
ACCESS ISR WEB

ACSIM's Installation Status Report Website

ISR Web Site Menu

To visit a particular section of the ISR Site, click on the appropriate component link above or select from the text links below.

NEW

Effective 10/17/2003, the official locked 2003 ISR Infrastructure, Environment, and Services data are available for viewing in the Historical Module of the ISRWEB Command Viewer.

- 2003 After Action Review
- ISR Centralized Training-Jan 2004
- ISR Program Documentation
- ISR Related Sites

ISRWEB Applications and User Accounts

To access the ISRWEB applications or to request an ISRWEB User Account, click on the "Access ISRWEB" icon in the upper right corner of this page.

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ISR Homepage

http://isr.hqda.pentagon.mil

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INSTALLATION STATUS REPORT

ISR

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ISR - Services / SBC

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Click for:

ISR Services/ SBC Documentation and FAQs

(Tools of the Trade)

ISR Homepage - Microsoft Internet Explorer

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Address http://www.isr.pentagon.mil/ Go Links

ISR SERVICES/SBC

ISR HOME
ISR Command Viewer
ISR - Infrastructure
ISR - Environment
ISR - Services / SBC

ACCESS ISR WEB

HOMEPAGE DOCUMENTATION

ISR Services/SBC Homepage

Welcome. . .

Welcome to ISR Services/SBC. From this page you will be able to obtain information about various aspects of the Services component of ISR and SBC.

- **Documentation**
  Implementing Instructions, Performance Measures, and other useful information
- ***All-Army FY02 Data Trends***
  Includes FY99-FY02 cost, manpower, pacing measures, unit cost per output, and demographics data for all Army SBC reporting installations. This information is available to ISRWEB account holders by clicking the ISR Documents link on the ISRWEB Home page.
- ***All-Army FY02 Service Composite Data***
  Includes FY02 cost, manpower, pacing measures, unit cost per output, and demographics data for all Army SBC reporting installations. This information is available to ISRWEB account holders by clicking the ISR Documents link on the ISRWEB Home page.

SBC Support

Commercial (888) 722-3375
Facsimile (703) 797-8503
Email armysbc@calibresys.com

ISR Services Support

Commercial (703) 377-0552
Facsimile (703) 902-3660
Email helpline_isr@bah.com

Return to ISR Home

Tools of the Trade

ISR Homepage - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address http://isr.pentagon.mil/

ISR SERVICES/SBC

ISR HOME
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ISR - Environment
ISR - Services / SBC

ACCESS ISR WEB

HOMEPAGE DOCUMENTATION FAQs

ISR Services/SBC Homepage

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- **Documentation**
  Implementing Instructions, Performance Measures, and other useful information
- **FAQs**
  Frequently Asked Questions

SBC Support

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ISR SERVICES/SBC

ISR HOME
ISR Command Viewer
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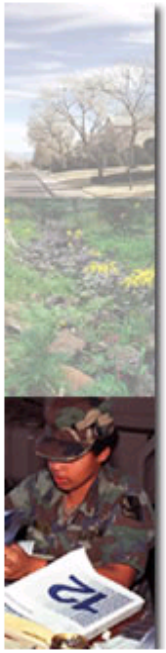
ISR - Environment
ISR - Services / SBC

ACCESS ISR WEB

HOMEPAGE DOCUMENTATION



ISR Services/SBC Implementing Instructions

- 2004 Implementing Instructions (Draft)
  (Basic Document)
- 2004 Service Performance Standards (ISR)
  (Appendix A)
- Service Descriptions & Pacing Measures (SBC)
  (Appendix B)
- Army SBC Elements of Cost
  (Appendix C)
- Army SBC AMSCO Crosswalk
  (Appendix D)
- Business Rules for Allocating Overhead Costs (SBC)
  (Appendix E)
- HQEIS CATCD-TDAC-FCG Crosswalk
  (Appendix H)
- Performance Measure Crosswalk (ISR)
  (Appendix I)
- Glossary (ISR and SBC)
  (Appendix L)

2004 ISR Services/SBC Implementing Instructions

Commercial (888) 722-3373
Facsimile (703) 797-8503
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ISR Services Support

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Facsimile (703) 902-3660
Email helpline_isr@bah.com

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ISR Homepage - Microsoft Internet Explorer

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ISR SERVICES/SBC

ISR HOME
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ISR - Environment
ISR - Services / SBC

ACCESS ISR WEB

HOMEPAGE DOCUMENTATION FAQs

Service Performance Measure Standards

Click this link to download a single ZIP file containing the Performance Measure Standards for all Services within all MSAs.

- All Performance Measure Standards

Click below to access links to Performance Measure Standards for individual Services within the selected MSA.

- Personnel and Community
- Information Technology
- Operations
- Logistics
- Engineering
- Acquisitions
- Command and Staff
- Health Services

ISR Services Support

Commercial (703) 377-0552
Facsimile (703) 902-3660
Email helpline_isr@bah.com

Return to ISR Home

Personnel and Community

- 01. Civilian Personnel Advisory Center (CPAC)
- 08. (Military) Personnel Services
- 09. Substance Abuse
- 10. Army Community Services
- 11. Child and Youth
- 12. Fitness, Recreation, and Libraries
- 14. Continuing Education

BACK

Option to download all PM Worksheets in Appendix A at one time or by specific service.

Internet

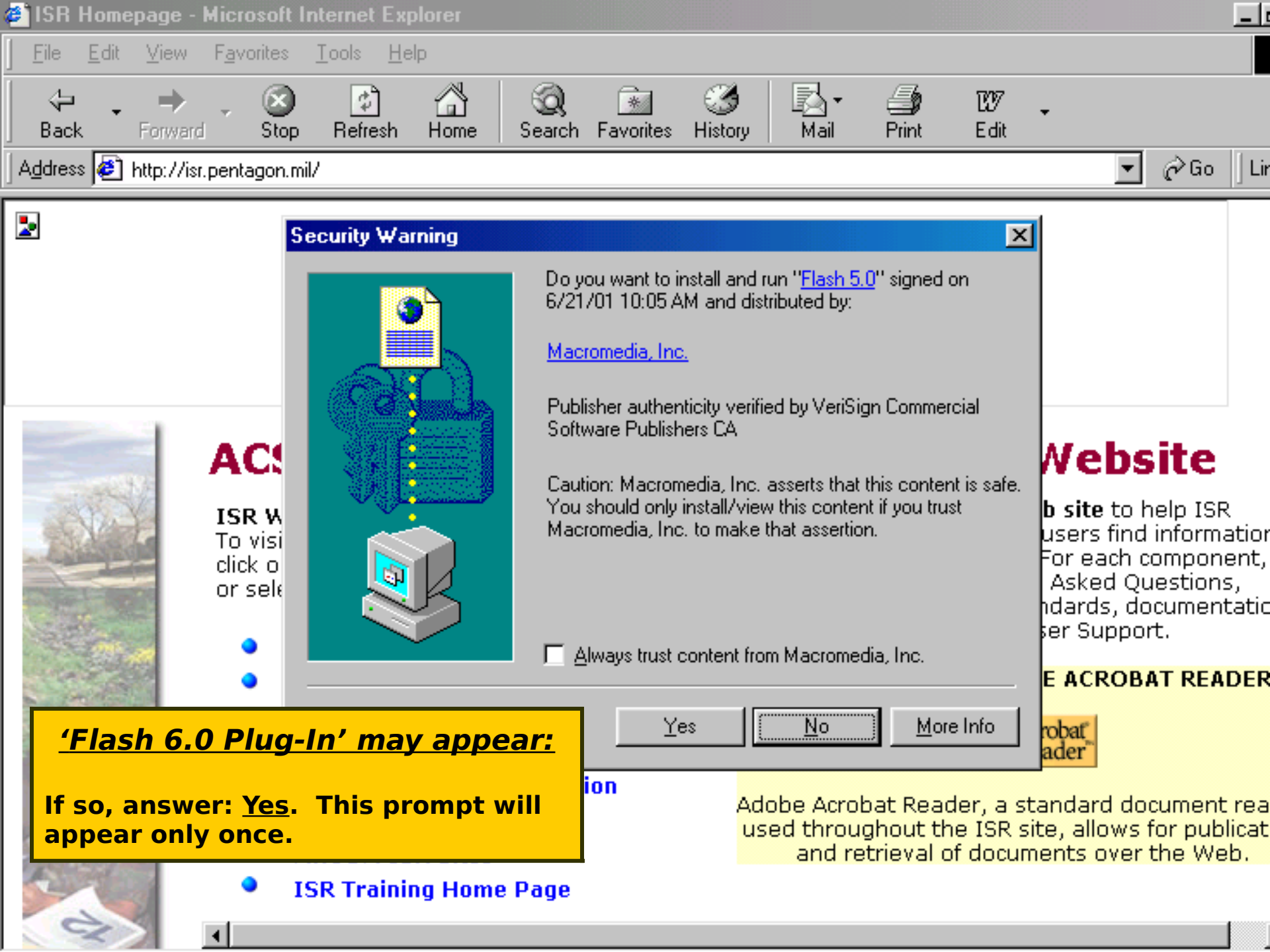
Getting Started and Using Services Web
Important Notes

- **If you are using <u>Windows NT</u>, <u>Windows XP</u>, or <u>Windows 2000</u>), you MUST have Administrator privileges to install any necessary upgrades to your web browser.**

- **This module of instruction will lead you through the entire set-up, data entry, and data submission processes.**

Troubleshooting Tips

1. **Clearing Browser's Temporary Memory**
2. **Correct Browser Version – IE 5.5 or Netscape 6 (or higher)**
3. **Browser Toolbar – Where is it?**
   - **Application Navigation – Menu Bar**
4. **Toploaded Data Entry Fields will be locked to prevent data from being overwritten.**
5. **Cookies**
6. **Saving Passwords**
7. **Printing in Color**


ISR Homepage - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Edit
Address http://isr.pentagon.mil/
Go
Security Warning
Do you want to install and run "Flash 5.0" signed on 6/21/01 10:05 AM and distributed by:
Macromedia, Inc.
Publisher authenticity verified by VeriSign Commercial Software Publishers CA
Caution: Macromedia, Inc. asserts that this content is safe. You should only install/view this content if you trust Macromedia, Inc. to make that assertion.
Always trust content from Macromedia, Inc.
Yes
No
More Info
Website
b site to help ISR
users find information
For each component,
Asked Questions,
ndards, documentatic
ser Support.
E ACROBAT READER
Adobe Acrobat Reader, a standard document rea
used throughout the ISR site, allows for publicat
and retrieval of documents over the Web.
ISR Training Home Page
'Flash 6.0 Plug-In' may appear:
If so, answer: Yes. This prompt will appear only once.

ISR Homepage - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Real.com

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ACSIM's Installation Status Report Website

ISR Web Site Menu

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- ISR Centralized Training-Jan 2003
- ISR Program Documentation
- ISR Related Sites

'Flash 6.0' Download

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ISR

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This site m
to 9

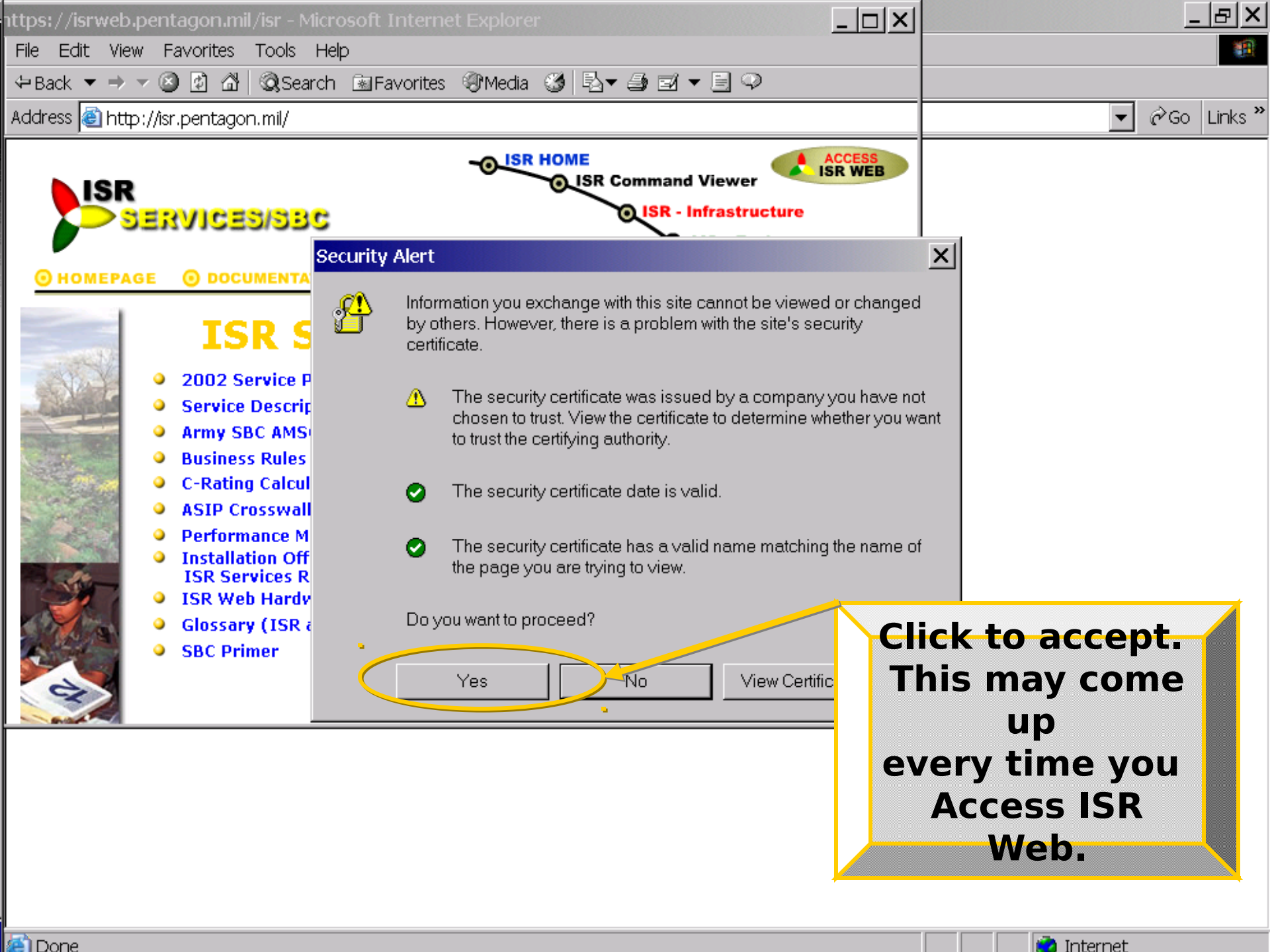
DOWNLO

DOWNL
to v

Click for:

Services Web

(Data Entry)


https://isrweb.pentagon.mil/isr - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://isr.pentagon.mil/
Go Links
ISR HOME
ISR Command Viewer
ISR - Infrastructure
ACCESS ISR WEB
ISR SERVICES/SBC
HOMEPAGE
DOCUMENTA
ISR S
2002 Service P
Service Descrip
Army SBC AMS
Business Rules
C-Rating Calcul
ASIP Crosswall
Performance M
Installation Off
ISR Services R
ISR Web Hardv
Glossary (ISR
SBC Primer
Security Alert
Information you exchange with this site cannot be viewed or changed by others. However, there is a problem with the site's security certificate.
The security certificate was issued by a company you have not chosen to trust. View the certificate to determine whether you want to trust the certifying authority.
The security certificate date is valid.
The security certificate has a valid name matching the name of the page you are trying to view.
Do you want to proceed?
Yes
No
View Certific
Click to accept. This may come up every time you Access ISR Web.
Done
Internet

ASSISTANT CHIEF OF STAFF FOR INSTALLATION MANAGEMENT

Installation Status Report Command Viewer

Services Web Login Screen

Account Holders: Type in your User ID and Password

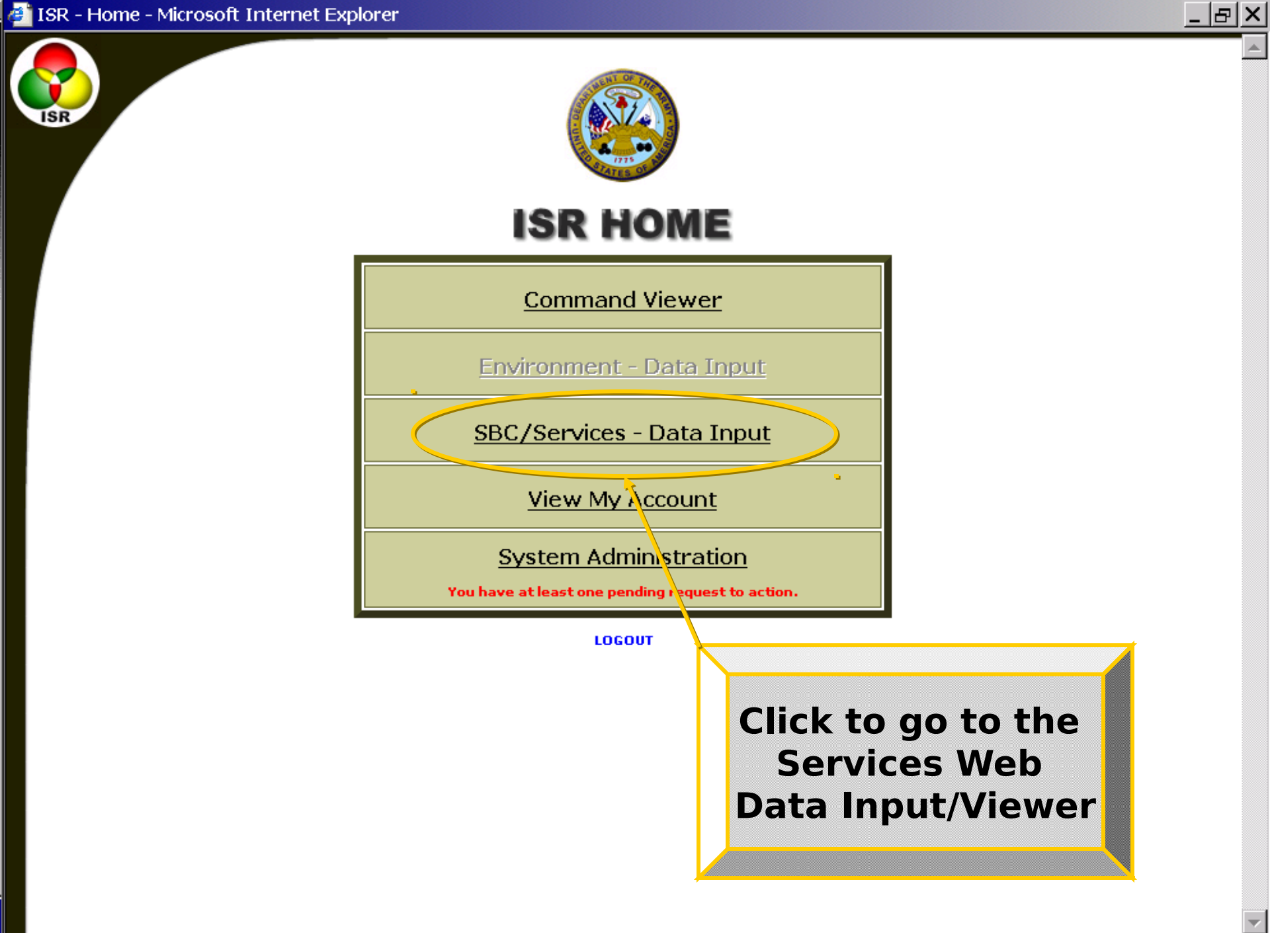
NOTE: 'First-Time' Users will need to request an account before continuing.

ASSISTANT CHIEF OF STAFF FOR INSTALLATION MANAGEMENT

Installation Status Report Command Viewer

STUDENT ACCOUNTS

User ID: svcstudent1 (svcstudent2, svcstudent3……svcstudent40)
Password: svcstudent1 (svcstudent2, svcstudent3……svcstudent40)


ISR - Home - Microsoft Internet Explorer
ISR
ISR HOME
Command Viewer
Environment - Data Input
SBC/Services - Data Input
View My Account
System Administration
You have at least one pending request to action.
LOGOUT
Click to go to the Services Web Data Input/Viewer

ISR SERVICES

About ISR Services | Data Entry | Reports | Administration

Organization:	
Service:	
Year:	2002

Organizations:

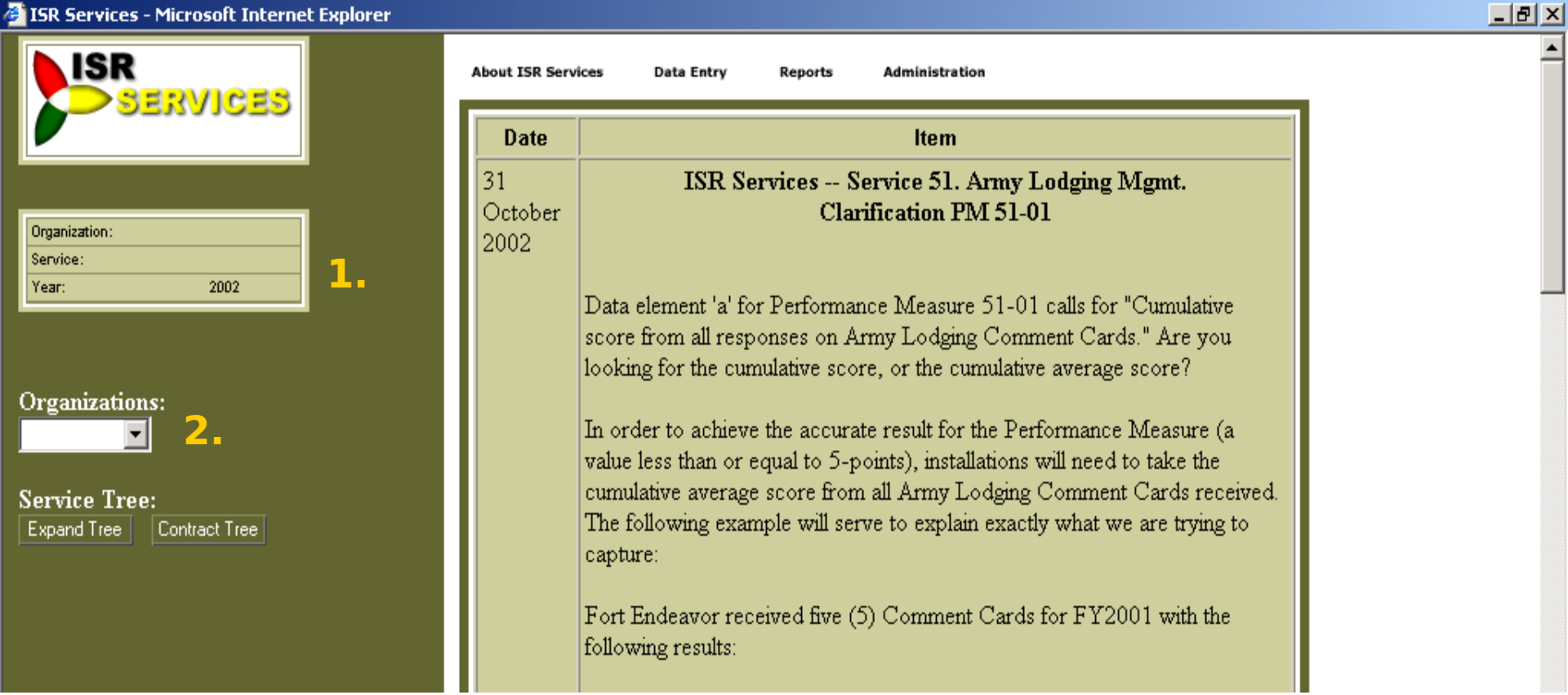
Service Tree:

Expand Tree | Contract Tree

Services Web Main Screen (Current News)

News updated as necessary with most recent news at the top of the page

Date	Item
31 October 2002	**ISR Services -- Service 51. Army Lodging Mgmt.** **Clarification PM 51-01** Data element 'a' for Performance Measure 51-01 calls for "Cumulative score from all responses on Army Lodging Comment Cards." Are you looking for the cumulative score, or the cumulative average score? In order to achieve the accurate result for the Performance Measure (a value less than or equal to 5-points), installations will need to take the cumulative average score from all Army Lodging Comment Cards received. The following example will serve to explain exactly what we are trying to capture: Fort Endeavor received five (5) Comment Cards for FY2001 with the following results: **NOTE:** Each Card has six questions with a maximum score of 5-points for a total of 30 possible points per card. Card #1 – 25 Total Points Card #2 – 30 Total Points Card #3 – 20 Total Points Card #4 – 22 Total Points Card #5 – 23 Total Points To calculate Data Element 'a', Fort Endeavor would sum the average score from all cards received. In this example, Data Element 'a' = 20. Card #1 – 25/6 = 4.17 Card #2 – 30/6 = 5.00 Card #3 – 20/6 = 3.33 Card #4 – 22/6 = 3.67 Card #5 – 23/6 = 3.83


ISR Services - Microsoft Internet Explorer
ISR SERVICES
About ISR Services
Data Entry
Reports
Administration
Organization:
Service:
Year: 2002
1.
Organizations:
2.
Service Tree:
Expand Tree
Contract Tree
Date
Item
31 October 2002
ISR Services -- Service 51. Army Lodging Mgmt.
Clarification PM 51-01
Data element 'a' for Performance Measure 51-01 calls for "Cumulative score from all responses on Army Lodging Comment Cards." Are you looking for the cumulative score, or the cumulative average score?
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Fort Endeavor received five (5) Comment Cards for FY2001 with the following results:

1. Organization Frame

Organization Frame displays the selected Organization, the selected Service (or Service Function/Major Service Area), and the Fiscal Year. The Frame will automatically update as users navigate through the Service Tree. The Fiscal Year will remain constant (2003).

2. Click Drop Down Arrow to display your Organization(s)

To <u>expand</u> the Service Tree, click on the Expand Tree button.

To <u>collapse</u> the Service Tree, click on the Contract Tree button.

Organization:	Kitzingen
Service:	
Year:	2002

Organizations:

Service Tree:

Expand Tree | Contract Tree

- Kitzingen
  - Personnel And Community
    - Civilian Personnel Management
      - 01. Civilian Personnel Advisory
    - Military Personnel Support
      - 08. (Military) Personnel Service
      - 09. Substance Abuse
    - Morale, Welfare, and Recreation
      - 10. Army Community Services
      - 11. Child and Youth
      - 12. Fitness, Recreation, and Li
    - Education
      - 14. Continuing Education Servi
  - Information Technology
    - Communications
      - 15. Communication Systems a
    - Visual Information
      - 16. Visual Information Process
    - Administrative Services

Service Tree

Mgmt.

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NOTE: Each Card has six questions with a maximum score of 5-points for a total of 30 possible points per card.

Card #1 – 25 Total Points
Card #2 – 30 Total Points
Card #3 – 20 Total Points
Card #4 – 22 Total Points
Card #5 – 23 Total Points

To calculate Data Element 'a', Fort Endeavor would sum the average score from all cards received. In this example, Data Element 'a' = 20.

Card #1 – 25/6 = 4.17
Card #2 – 30/6 = 5.00
Card #3 – 20/6 = 3.33
Card #4 – 22/6 = 3.67
Card #5 – 23/6 = 3.83

ISR Services Training
Practical Exercise #1

Navigation through Service Tree

Task: Navigate through the Services Web application to answer these questions.

- **What services are being collected under the Real Property Management Service Function Area?**

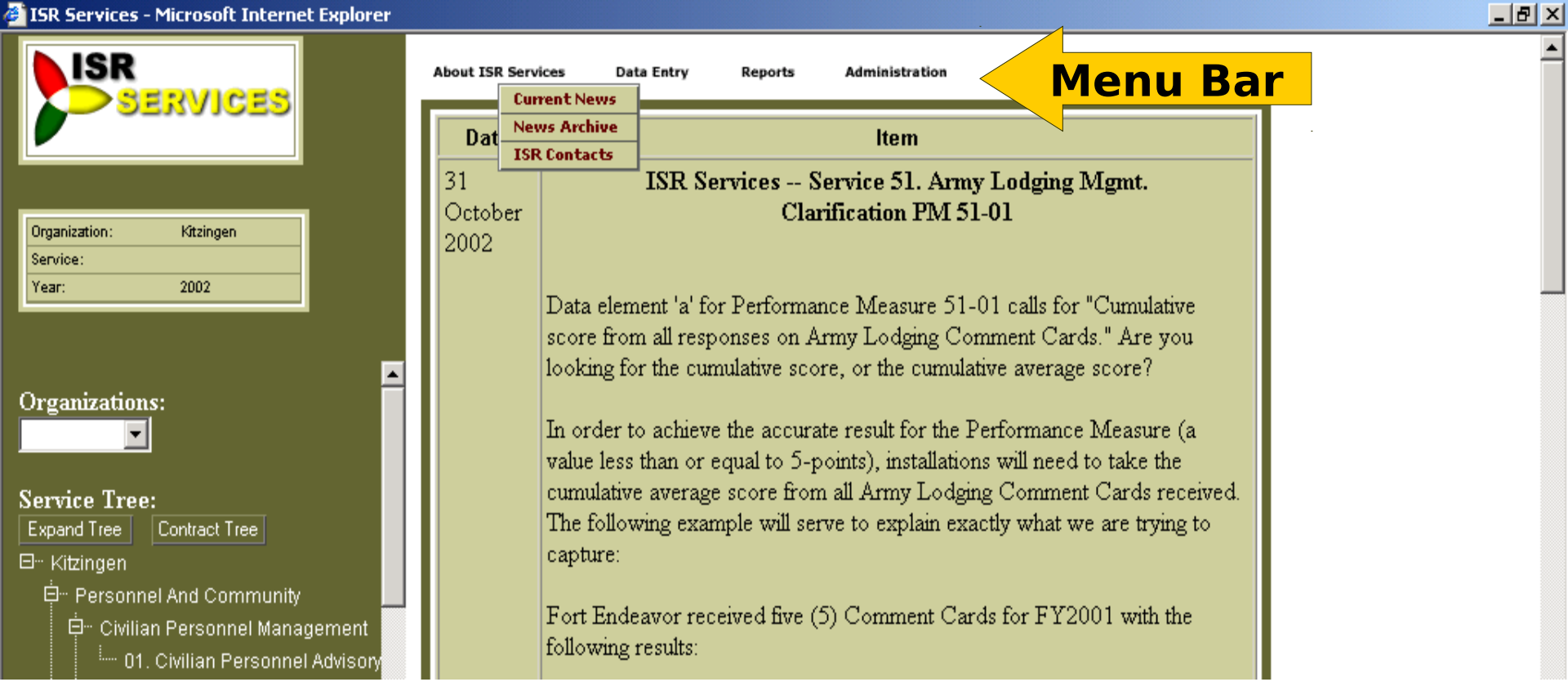
Svc 53 Facilities Engineering Management and Svc 54 Master Planning

- **How many Performance Measures are reported for Svc 12 Fitness, Recreation, and [illegible]raries?**

13

- **What Major Service Area is the Svc 23 Ammunition Supply Services located?**

Logistics


ISR Services - Microsoft Internet Explorer
ISR SERVICES
About ISR Services
Data Entry
Reports
Administration
Menu Bar
Current News
News Archive
ISR Contacts
Dat
Item
31 October 2002
ISR Services -- Service 51. Army Lodging Mgmt. Clarification PM 51-01
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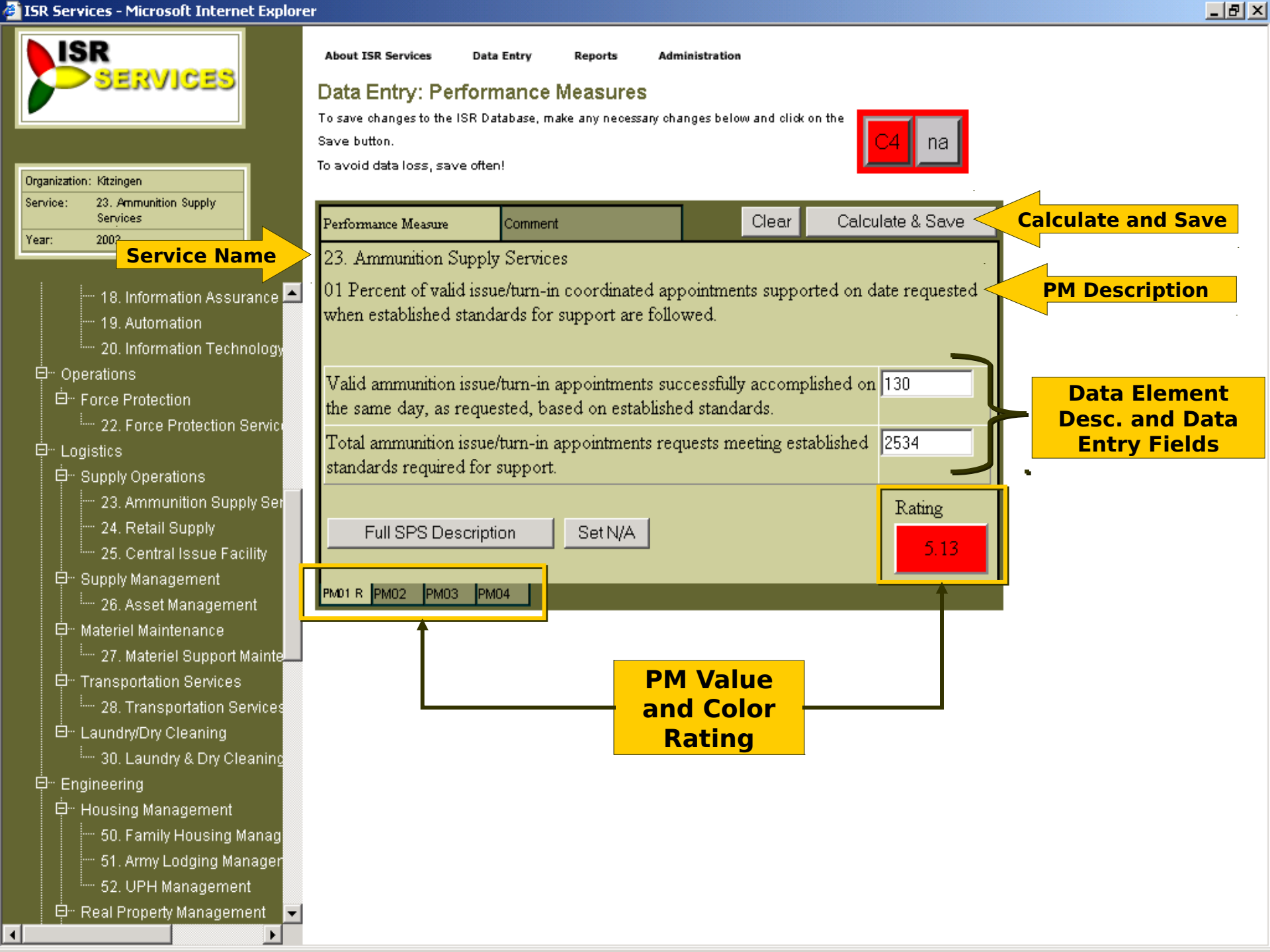
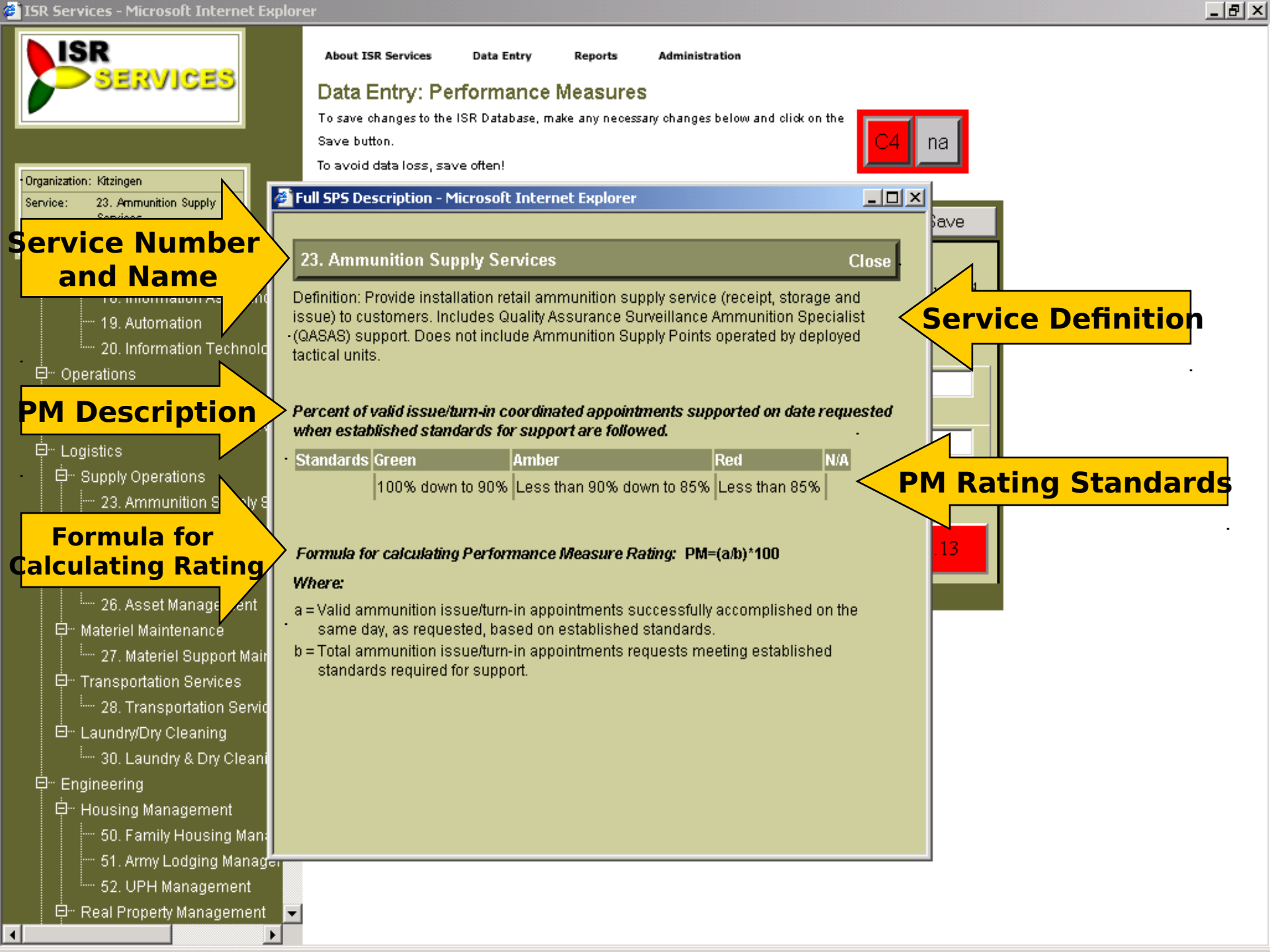
Fort Endeavor received five (5) Comment Cards for FY2001 with the following results:
Organization: Kitzingen
Service:
Year: 2002
Organizations:
Service Tree:
Expand Tree
Contract Tree
Kitzingen
Personnel And Community
Civilian Personnel Management
01. Civilian Personnel Advisory

- **Menu Bar** ***(permissions based)***

1. **About ISR Services – (Current News, Archive News, and ISR Contacts)**
2. **Data Entry – (Performance Measures)**
3. **Reports – (ISR Reports, Installation Service List, Points of Contact, and ISR Services Users)**
4. **Administration – (Command Viewer Transfer, Points of Contact, Return to ISR WEB Home, and Log Out)**


ISR Services - Microsoft Internet Explorer
ISR SERVICES
About ISR Services
Data Entry
Reports
Administration
Data Entry: Performance Measures
To save changes to the ISR Database, make any necessary changes below and click on the Save button.
To avoid data loss, save often!
C4
na
Organization: Kitzingen
Service: 23. Ammunition Supply Services
Year: 2002
Service Name
18. Information Assurance
19. Automation
20. Information Technology
Operations
Force Protection
22. Force Protection Servic
Logistics
Supply Operations
23. Ammunition Supply Ser
24. Retail Supply
25. Central Issue Facility
Supply Management
26. Asset Management
Materiel Maintenance
27. Materiel Support Mainte
Transportation Services
28. Transportation Services
Laundry/Dry Cleaning
30. Laundry & Dry Cleaning
Engineering
Housing Management
50. Family Housing Manag
51. Army Lodging Manager
52. UPH Management
Real Property Management
Performance Measure
Comment
Clear
Calculate & Save
Calculate and Save
23. Ammunition Supply Services
01 Percent of valid issue/turn-in coordinated appointments supported on date requested when established standards for support are followed.
PM Description
Valid ammunition issue/turn-in appointments successfully accomplished on the same day, as requested, based on established standards.
130
Total ammunition issue/turn-in appointments requests meeting established standards required for support.
2534
Data Element Desc. and Data Entry Fields
Rating
5.13
Full SPS Description
Set N/A
PM01 R
PM02
PM03
PM04
PM Value and Color Rating

ISR Services - Microsoft Internet Explorer
ISR SERVICES
About ISR Services
Data Entry
Reports
Administration
Data Entry: Performance Measures
To save changes to the ISR Database, make any necessary changes below and click on the Save button.
To avoid data loss, save often!
C4
na
Organization: Kitzingen
Service: 23. Ammunition Supply Services
Year: 2002
18. Information Assurance
19. Automation
20. Information Technology
Operations
Force Protection
22. Force Protection Servic
Logistics
Supply Operations
23. Ammunition Supply Ser
24. Retail Supply
25. Central Issue Facility
Supply Management
26. Asset Management
Materiel Maintenance
27. Materiel Support Mainte
Transportation Services
28. Transportation Services
Laundry/Dry Cleaning
30. Laundry & Dry Cleaning
Engineering
Housing Management
50. Family Hou
51. Army Lodgi
52. UPH Mana
Real Property Mar
Performance Measure
Comment
Clear
Calculate & Save
23. Ammunition Supply Services
01 Percent of valid issue/turn-in coordinated appointments supported on date requested when established standards for support are followed.
Valid ammunition issue/turn-in appointments successfully accomplished on the same day, as requested, based on established standards.
130
Total ammunition issue/turn-in appointments requests meeting established standards required for support.
2534
Rating
5.13
Full SPS Description
Set N/A
PM01 R
PM02
PM03
PM04
Click 'Full SPS Description' button for summary of 2004 ISR Services Implementing Instructions
WARNING: Clicking outside the Full SPS Description box will drop the open window into the background


ISR Services - Microsoft Internet Explorer
ISR SERVICES
About ISR Services
Data Entry
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Data Entry: Performance Measures
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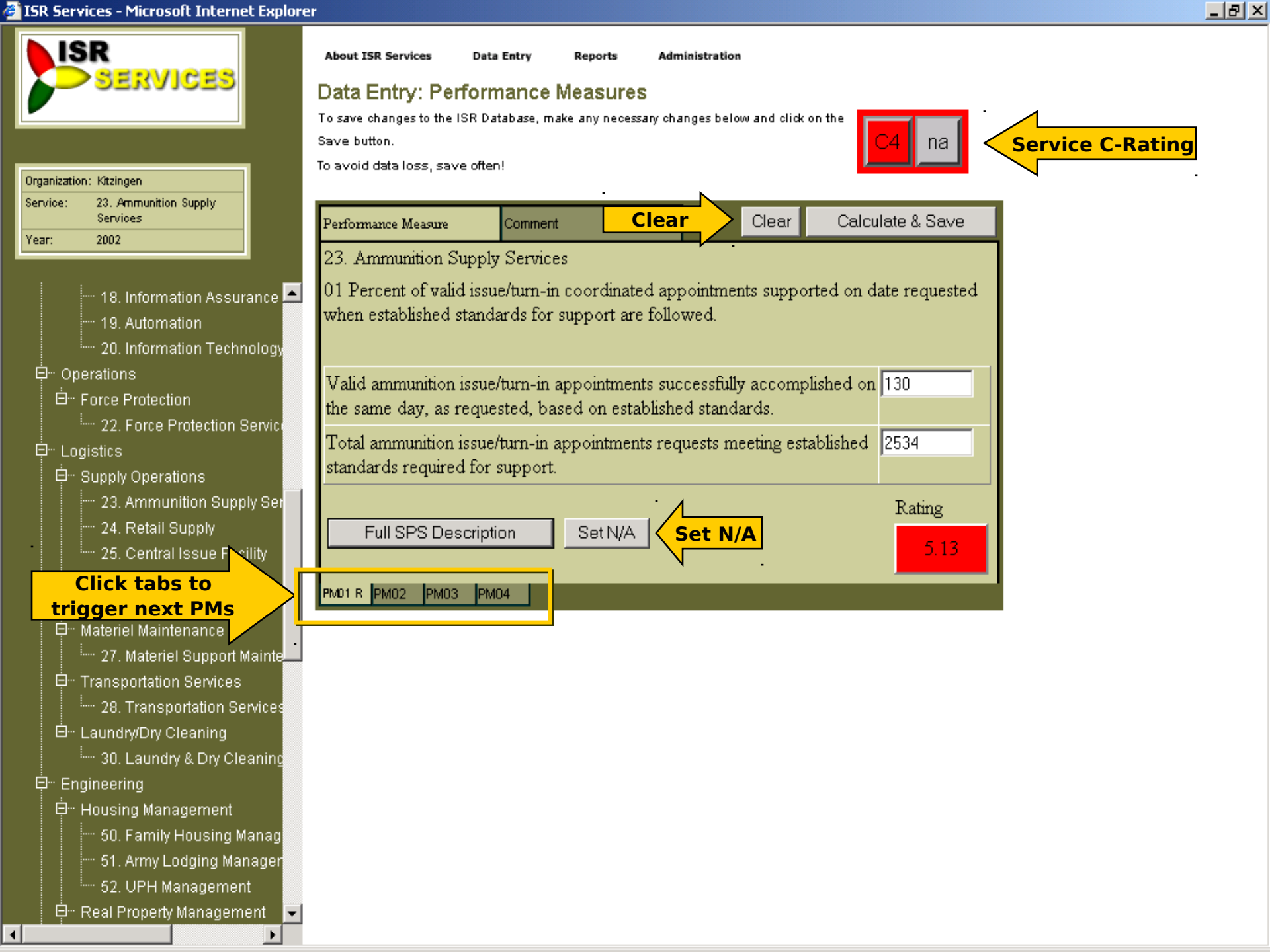
C4
na
Organization: Kitzingen
Service: 23. Ammunition Supply
Service Number and Name
19. Automation
20. Information Technolo
Operations
PM Description
Logistics
Supply Operations
23. Ammunition S
Formula for Calculating Rating
26. Asset Manage ent
Materiel Maintenance
27. Materiel Support Mai
Transportation Services
28. Transportation Servic
Laundry/Dry Cleaning
30. Laundry & Dry Cleani
Engineering
Housing Management
50. Family Housing Man
51. Army Lodging Manage
52. UPH Management
Real Property Management
Full SPS Description - Microsoft Internet Explorer
23. Ammunition Supply Services
Close
Definition: Provide installation retail ammunition supply service (receipt, storage and issue) to customers. Includes Quality Assurance Surveillance Ammunition Specialist (QASAS) support. Does not include Ammunition Supply Points operated by deployed tactical units.
Service Definition
Percent of valid issue/turn-in coordinated appointments supported on date requested when established standards for support are followed.
Standards
Green
Amber
Red
N/A
100% down to 90%
Less than 90% down to 85%
Less than 85%
PM Rating Standards
Formula for calculating Performance Measure Rating: PM=(a/b)*100
Where:
a = Valid ammunition issue/turn-in appointments successfully accomplished on the same day, as requested, based on established standards.
b = Total ammunition issue/turn-in appointments requests meeting established standards required for support.
Save
13


ISR Services - Microsoft Internet Explorer
ISR SERVICES
About ISR Services
Data Entry
Reports
Administration
Data Entry: Performance Measures
To save changes to the ISR Database, make any necessary changes below and click on the Save button.
To avoid data loss, save often!
C4
na
Service C-Rating
Organization: Kitzingen
Service: 23. Ammunition Supply Services
Year: 2002
18. Information Assurance
19. Automation
20. Information Technology
Operations
Force Protection
22. Force Protection Servic
Logistics
Supply Operations
23. Ammunition Supply Ser
24. Retail Supply
25. Central Issue F ility
Materiel Maintenance
27. Materiel Support Mainte
Transportation Services
28. Transportation Services
Laundry/Dry Cleaning
30. Laundry & Dry Cleaning
Engineering
Housing Management
50. Family Housing Manag
51. Army Lodging Manager
52. UPH Management
Real Property Management
Performance Measure
Comment
Clear
Clear
Calculate & Save
23. Ammunition Supply Services
01 Percent of valid issue/turn-in coordinated appointments supported on date requested when established standards for support are followed.
Valid ammunition issue/turn-in appointments successfully accomplished on the same day, as requested, based on established standards.
130
Total ammunition issue/turn-in appointments requests meeting established standards required for support.
2534
Rating
5.13
Full SPS Description
Set N/A
Set N/A
PM01 R
PM02
PM03
PM04
Click tabs to trigger next PMs

ISR Services Training
Practical Exercise #2

Entering Data Elements

Task: Enter data into Services Web for the IT Management Services Service Function:

Service 18 - Information Assurance (79.56) Red

Service 19 - Automation (92.6) Amber

Service 20 - Information Technology (IT) Management (N/A) N/A

What are the Service C-Ratings for each?:

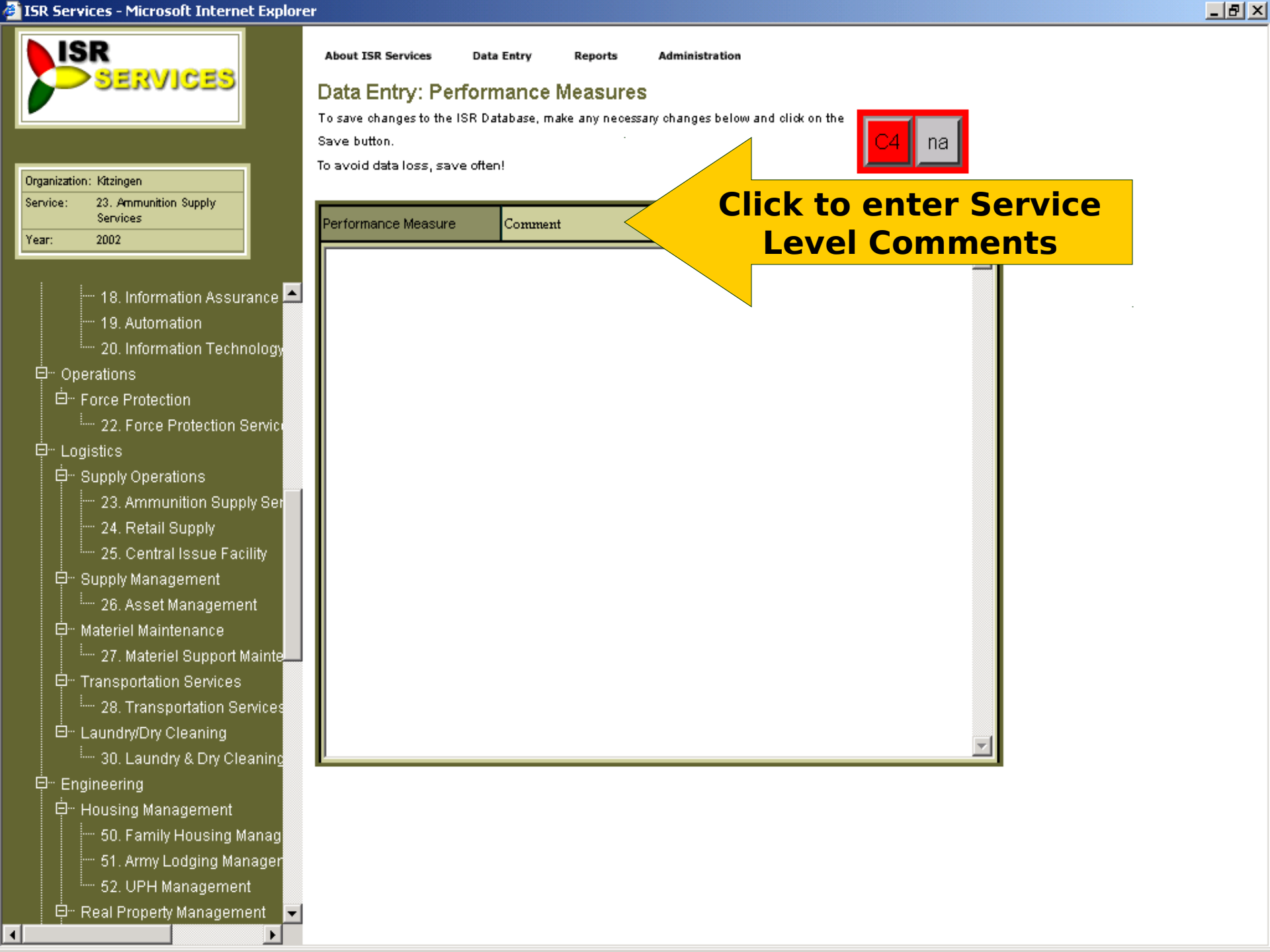
18- C-4 **19-** C-3 **20-** N/A

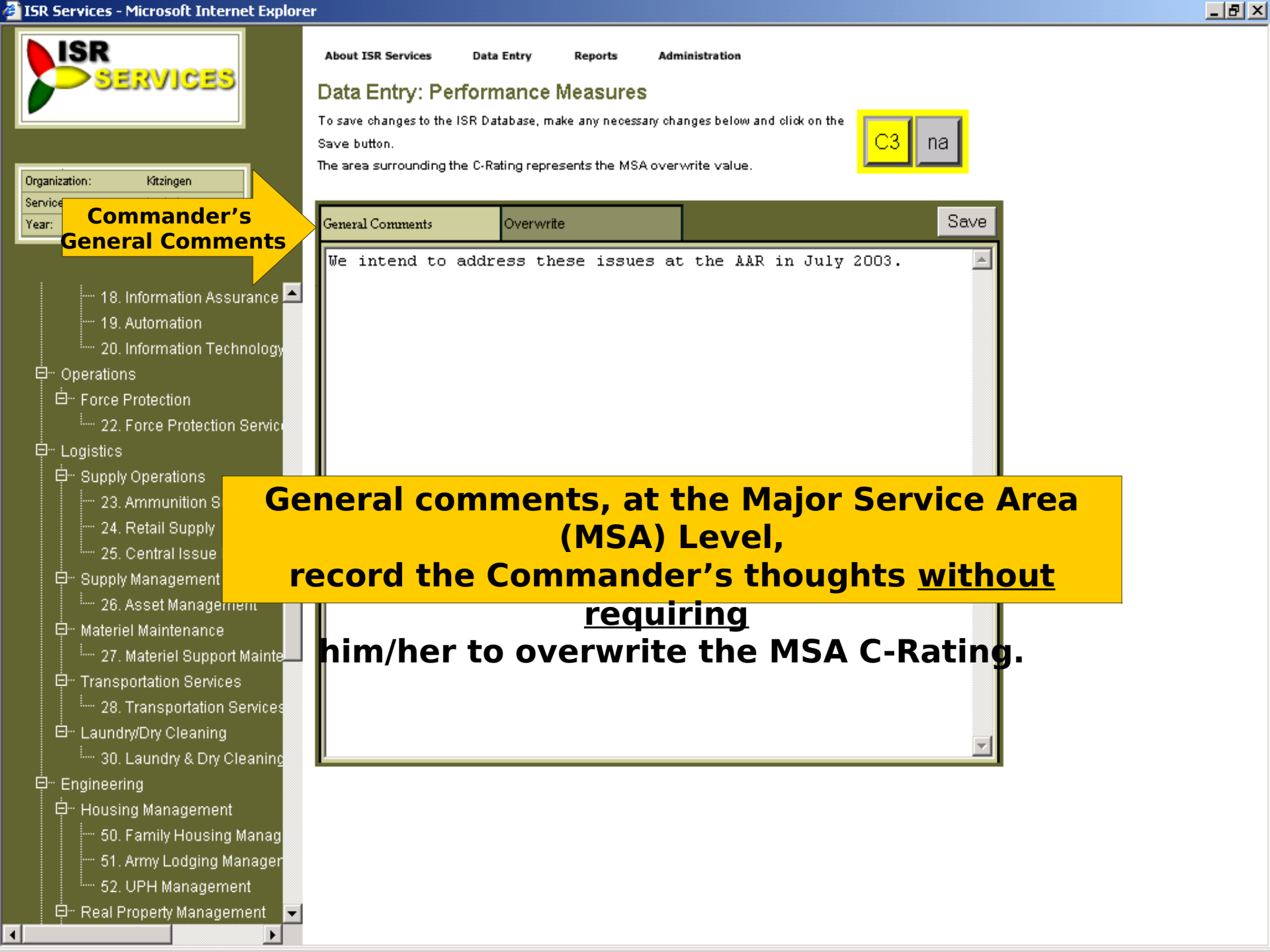
What is the Service Function C-Rating? C-4

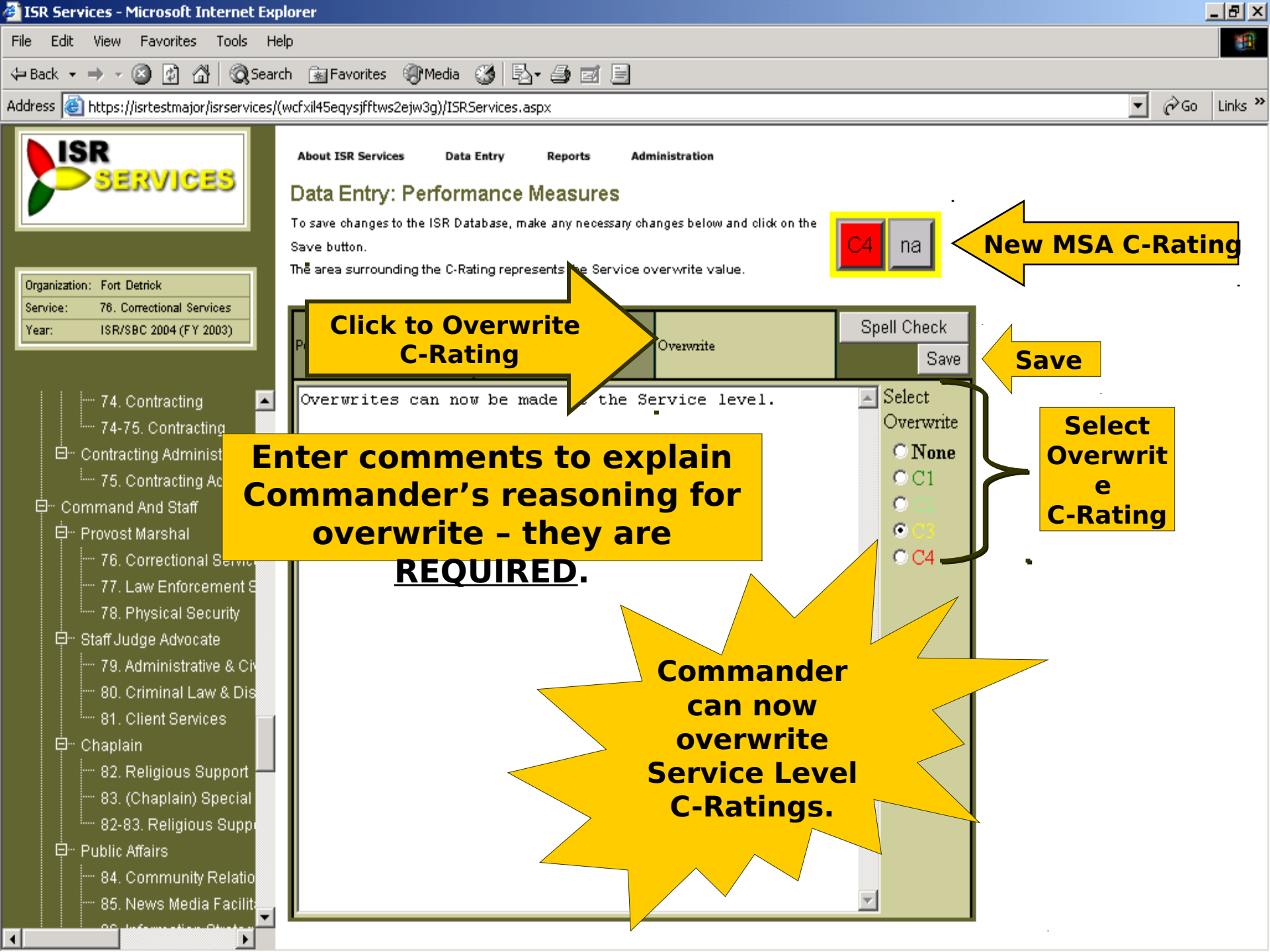
Commander's Comments

- **These comments are read and used at HQDA.**
- **Full intent of Commander's Comments is to underscore critical needs/mission impacts in order to be effective.**
- **Commanders *<u>should</u>* provide comments to:**
  - **Highlight/reinforce particular problem areas**
  - **Better articulate funding or policy impacts on installation and force readiness**
  - **Propose solutions**
  - **Address C3 and C4 ratings**
  - **Assure understanding**

Commander's Comments are extremely important to HQDA


ISR Services - Microsoft Internet Explorer
ISR SERVICES
About ISR Services
Data Entry
Reports
Administration
Data Entry: Performance Measures
To save changes to the ISR Database, make any necessary changes below and click on the Save button.
To avoid data loss, save often!
C4
na
Organization: Kitzingen
Service: 23. Ammunition Supply Services
Year: 2002
Performance Measure
Comment
Click to enter Service Level Comments
18. Information Assurance
19. Automation
20. Information Technology
Operations
Force Protection
22. Force Protection Servic
Logistics
Supply Operations
23. Ammunition Supply Ser
24. Retail Supply
25. Central Issue Facility
Supply Management
26. Asset Management
Materiel Maintenance
27. Materiel Support Mainte
Transportation Services
28. Transportation Services
Laundry/Dry Cleaning
30. Laundry & Dry Cleaning
Engineering
Housing Management
50. Family Housing Manag
51. Army Lodging Manager
52. UPH Management
Real Property Management


ISR Services - Microsoft Internet Explorer
ISR SERVICES
About ISR Services
Data Entry
Reports
Administration
Data Entry: Performance Measures
To save changes to the ISR Database, make any necessary changes below and click on the Save button.
The area surrounding the C-Rating represents the MSA overwrite value.
C3
na
Organization: Kitzingen
Service
Year:
Commander's General Comments
General Comments
Overwrite
Save
We intend to address these issues at the AAR in July 2003.
18. Information Assurance
19. Automation
20. Information Technology
Operations
Force Protection
22. Force Protection Servic
Logistics
Supply Operations
23. Ammunition S
24. Retail Supply
25. Central Issue
Supply Management
26. Asset Management
Materiel Maintenance
27. Materiel Support Mainte
Transportation Services
28. Transportation Services
Laundry/Dry Cleaning
30. Laundry & Dry Cleaning
Engineering
Housing Management
50. Family Housing Manag
51. Army Lodging Manager
52. UPH Management
Real Property Management
General comments, at the Major Service Area (MSA) Level,
record the Commander's thoughts without requiring
him/her to overwrite the MSA C-Rating.


ISR Services - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address https://isrtestmajor/isrservices/(wcfxil45eqysjfftws2ejw3g)/ISRServices.aspx
Go Links
ISR SERVICES
About ISR Services
Data Entry
Reports
Administration
Data Entry: Performance Measures
To save changes to the ISR Database, make any necessary changes below and click on the Save button.
The area surrounding the C-Rating represents the Service overwrite value.
C4
na
New MSA C-Rating
Organization: Fort Detrick
Service: 76. Correctional Services
Year: ISR/SBC 2004 (FY 2003)
Click to Overwrite C-Rating
Overwrite
Spell Check
Save
Save
Overwrites can now be made at the Service level.
Select Overwrite
None
C1
C2
C3
C4
Select Overwrite C-Rating
Enter comments to explain Commander's reasoning for overwrite – they are REQUIRED.
Commander can now overwrite Service Level C-Ratings.
74. Contracting
74-75. Contracting
Contracting Administ
75. Contracting Ac
Command And Staff
Provost Marshal
76. Correctional Servic
77. Law Enforcement S
78. Physical Security
Staff Judge Advocate
79. Administrative & Civ
80. Criminal Law & Dis
81. Client Services
Chaplain
82. Religious Support
83. (Chaplain) Special
82-83. Religious Suppo
Public Affairs
84. Community Relatio
85. News Media Facilit

ISR Services Training
Practical Exercise #3

Entering Commander's Overwrite/Comments

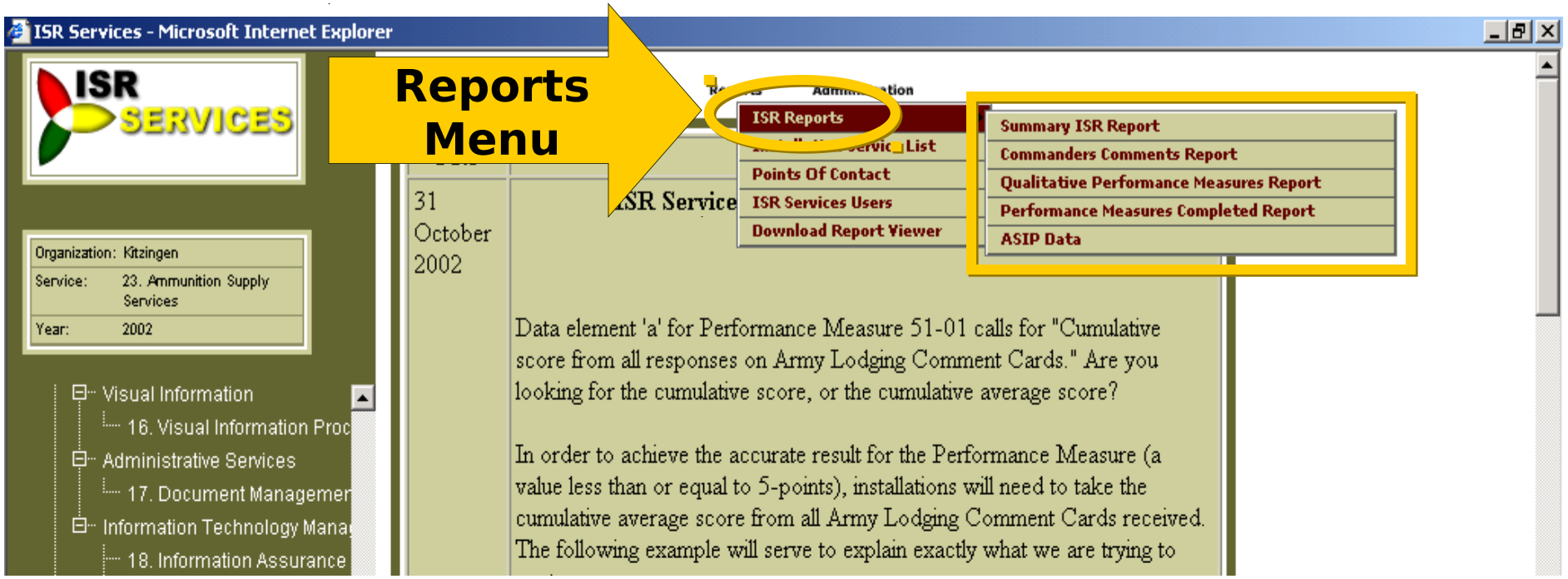
Task: Enter Commander's Comments

- **Subjectively update the Logistics Major Service Area to C-3**
  - **Be sure to enter a reason why the change was made (e.g., "While Logistics has been chronically under funded, it is not making a severe impact on the mission.")**
- **Enter a general comment for the Medical Major Service Area (e.g., "Low TRICARE enrollments are having an adverse effect on morale.")**

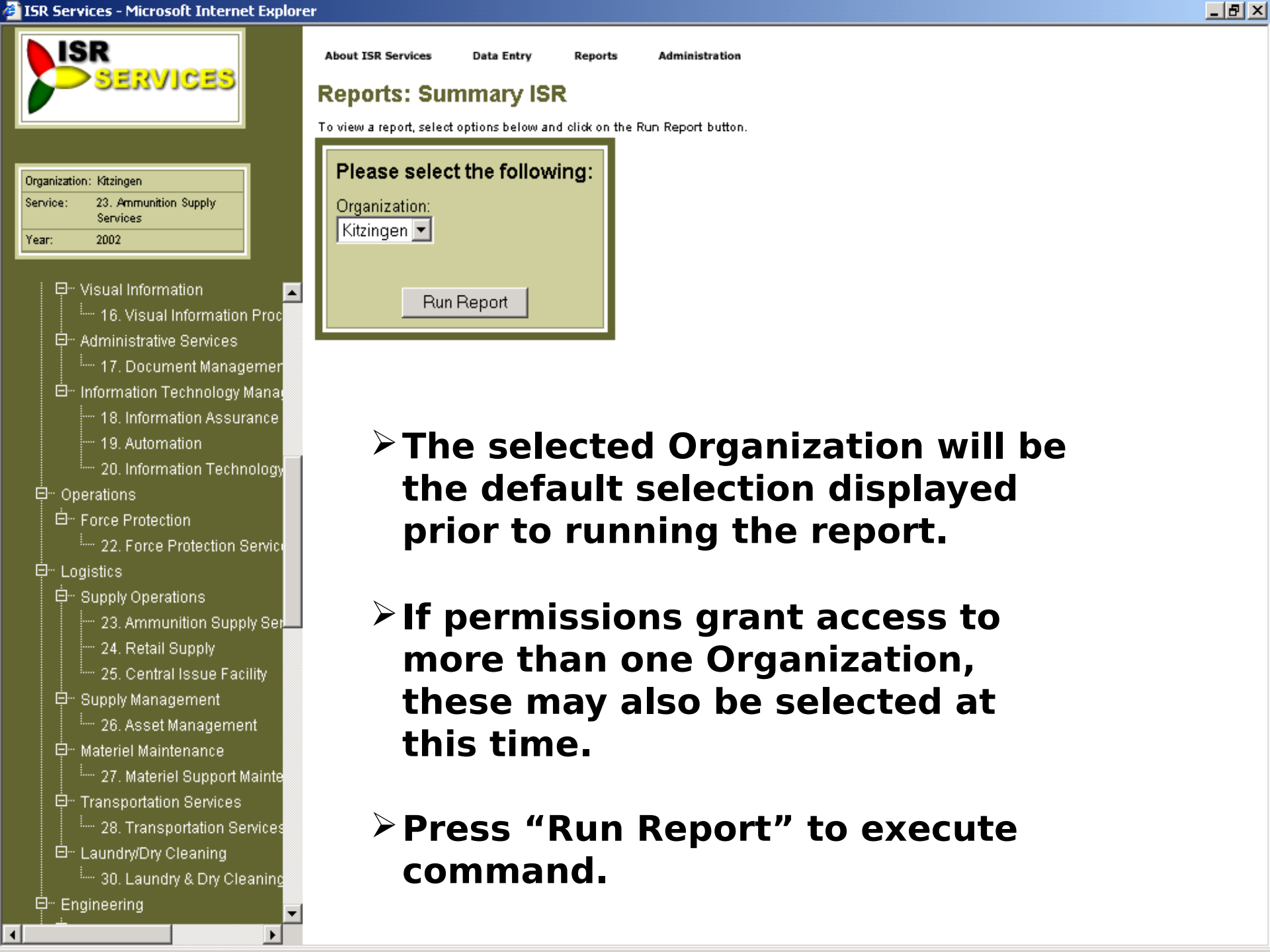
ISR Services Software Reports

- **Access via <u>Reports</u> menu item**
- **Use the arrows to scroll through the pages**
- **Can print or export to e-mail, Word, Excel or other format from the report view**
- **List of ISR Specific Reports:**
  - **Summary ISR Report**
  - **Commanders Comments Report**
  - **Qualitative Performance Measures Report**
  - **Performance Measures Completed Report**
  - **ASIP Data Report**

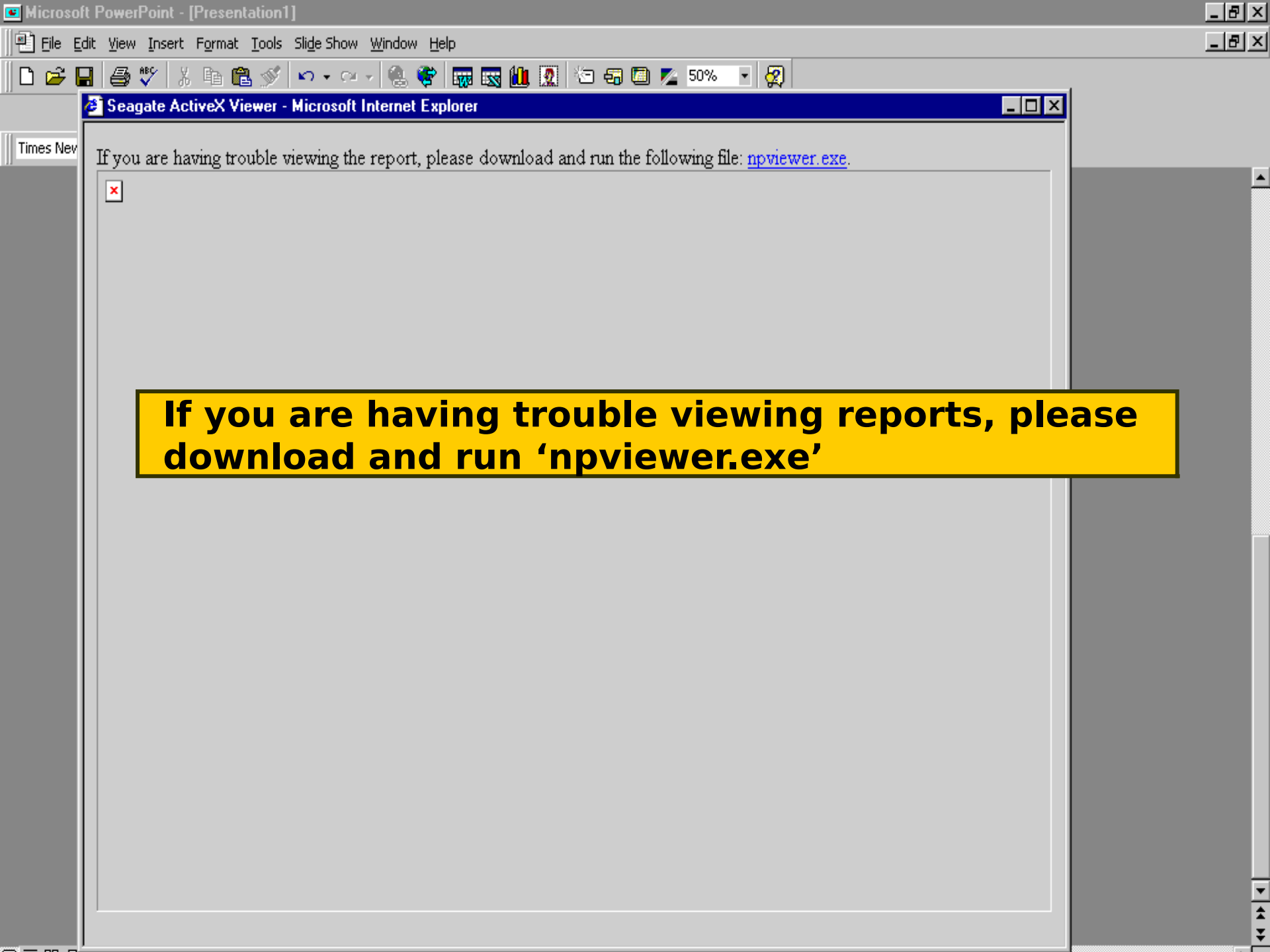
ISR Services Software Reports (cont.)


ISR Services - Microsoft Internet Explorer
ISR SERVICES
Reports Menu
ISR Reports
Points Of Contact
ISR Services Users
Download Report Viewer
Summary ISR Report
Commanders Comments Report
Qualitative Performance Measures Report
Performance Measures Completed Report
ASIP Data
Organization: Kitzingen
Service: 23. Ammunition Supply Services
Year: 2002
Visual Information
16. Visual Information Proc
Administrative Services
17. Document Managemer
Information Technology Mana
18. Information Assurance
31 October 2002
Data element 'a' for Performance Measure 51-01 calls for "Cumulative score from all responses on Army Lodging Comment Cards." Are you looking for the cumulative score, or the cumulative average score?
In order to achieve the accurate result for the Performance Measure (a value less than or equal to 5-points), installations will need to take the cumulative average score from all Army Lodging Comment Cards received. The following example will serve to explain exactly what we are trying to

- **Go to ‘Reports’ in Toolbar**
- **Then, select ‘ISR Reports’**
- **Then, select any of the Reports from the drop-down list**



- **The selected Organization will be the default selection displayed prior to running the report.**
- **If permissions grant access to more than one Organization, these may also be selected at this time.**
- **Press “Run Report” to execute command.**


Microsoft PowerPoint - [Presentation1]
File Edit View Insert Format Tools Slide Show Window Help
50%
Seagate ActiveX Viewer - Microsoft Internet Explorer
If you are having trouble viewing the report, please download and run the following file: npviewer.exe.
If you are having trouble viewing reports, please download and run 'npviewer.exe'

Seagate ActiveX Viewer - Microsoft Internet Explorer

1 of 1+

Preview

Summary ISR Report

Kitzingen

12/23/2002

Area/Function/Service	Quality	Quantity	Overall	Overwrite
Personnel And Community	C3	na	C3	
Civilian Personnel Management	C3	na	C3	
01. Civilian Personnel Advisory Center (CPAC)	C3	na	C3	
Military Personnel Support	C3	na	C3	
08. (Military) Personnel Services	C1	na	C1	
09. Substance Abuse	C4	na	C4	
Morale, Welfare, and Recreation	C4	na	C4	
10. Army Community Services	na	na	na	
11. Child and Youth	C3	na	C3	
12. Fitness, Recreation, and Libraries	C4	na	C4	
Education	na	na	na	
14. Continuing Education Services	na	na	na	
Information Technology	C4	na	C4	
Communications	C4	na	C4	
15. Communication Systems and System Support	C4	na	C4	
Visual Information	na	na	na	
16. Visual Information Processes	na	na	na	
Administrative Services	na	na	na	
17. Document Management	na	na	na	
19. Automation	na	na	na	

Correct view of report if your report viewer is working prop

ISR Services Training
Practical Exercise #4

Running Reports Using Services Web Application

Task: Run ISR Services Summary Report for impending Commander Briefing

- **Run the ISR Summary and Commander's Comments reports**
- **Export the reports to Microsoft Word**
- **Open the reports in Microsoft Word**

ISR Services - Microsoft Internet Explorer

ISR SERVICES

About ISR Services | Data Entry | Reports | Administration

- Command Viewer Transfer
- Points Of Contact
- Return To ISR WEB Home
- Log Out

Organization:	Kitzingen
Service:	23. Ammunition Supply Services
Year:	2002

- Visual Information
  - 16. Visual Information Proc
- Administrative Services
  - 17. Document Managemer
- Information Technology Mana
  - 18. Information Assurance
  - 19. Automation
  - 20. Information Technology
- Operations
  - Force Protection
    - 22. Force Protection Servic
- Logistics
  - Supply Operations
    - 23. Ammunition Supply Ser
    - 24. Retail Supply
    - 25. Central Issue Facility
  - Supply Management
    - 26. Asset Management
  - Materiel Maintenance
    - 27. Materiel Support Mainte
  - Transportation Services
    - 28. Transportation Services
  - Laundry/Dry Cleaning
    - 30. Laundry & Dry Cleaning
- Engineering

Date	Ite
31 October 2002	**ISR Services -- Service … nt. Clarification PM 51-01**

Data element 'a' for Performance Measure 51-01 calls for "Cumulative score from all responses on Army Lodging Comment Cards." Are you looking for the cumulative score, or the cumulative average score?

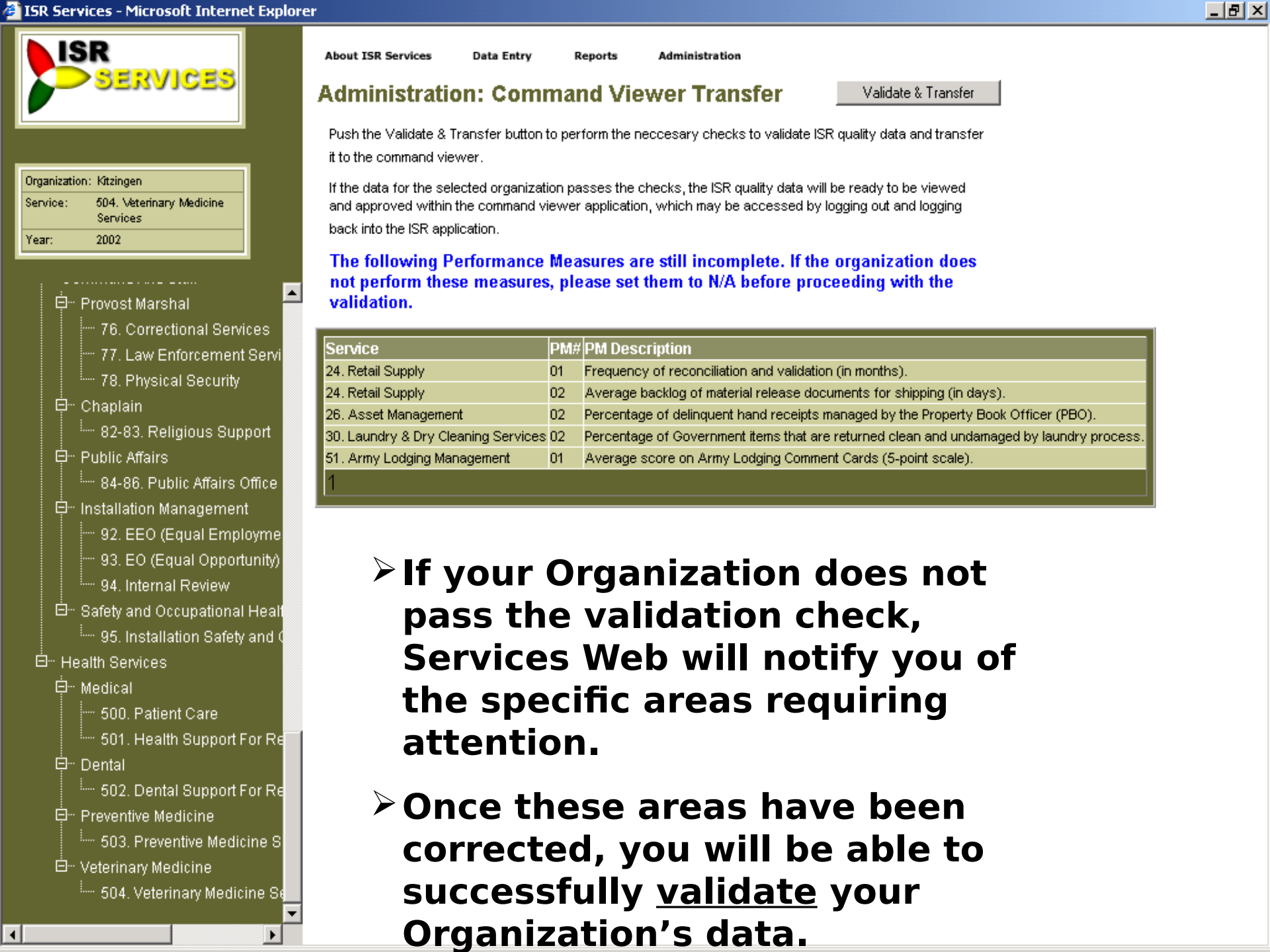
In order to achieve the accurate result for the Performance Measure (a value less than or equal to 5-points), installations will need to take the cumulative average score from all Army Lodging Comment Cards received.

Once you've confirmed the accuracy of your data, perform your Command Viewer Validation check.

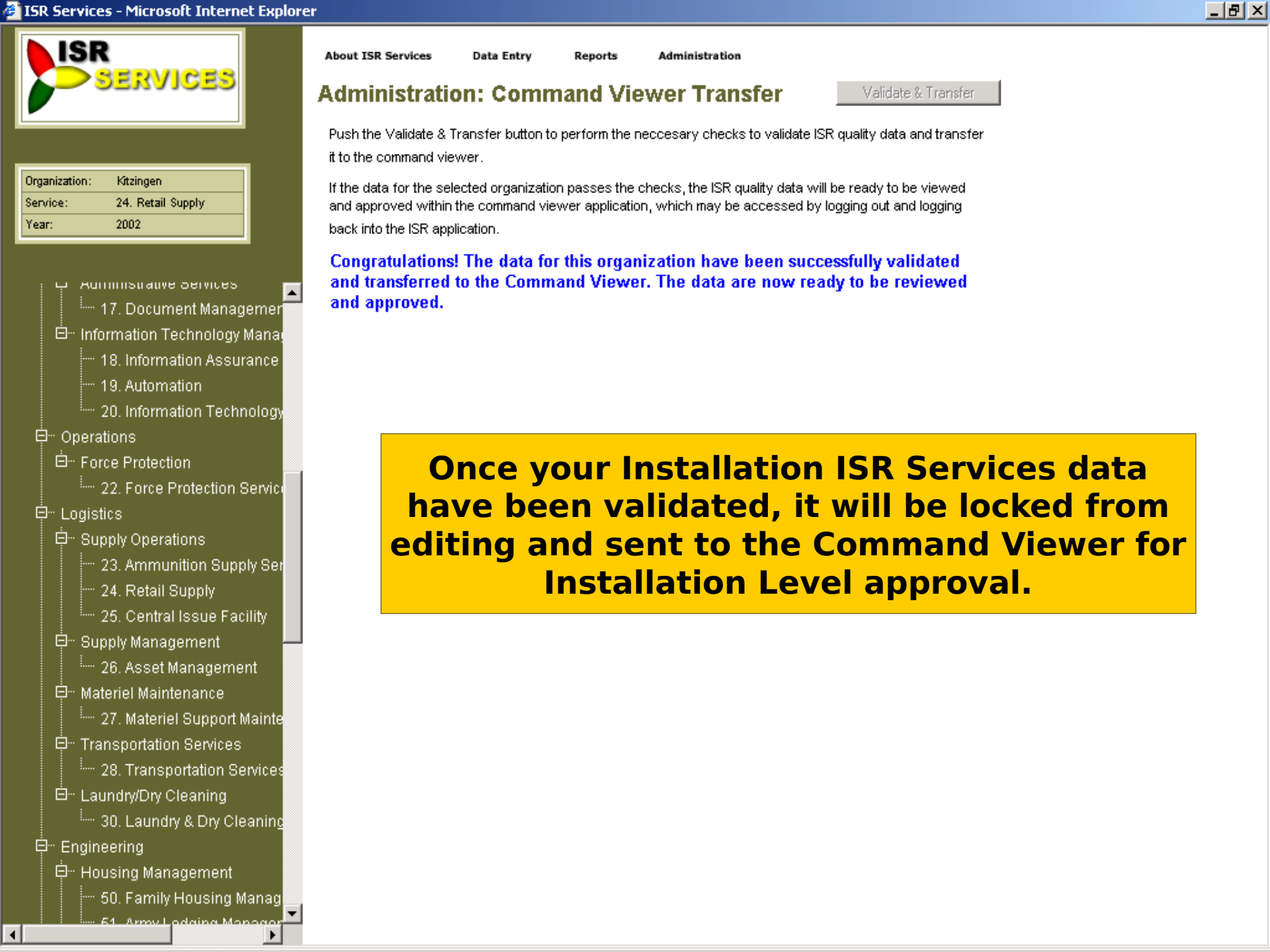
Card #1 – 25 Total Points
Card #2 – 30 Total Points
Card #3 – 20 Total Points
Card #4 – 22 Total Points
Card #5 – 23 Total Points

To calculate Data Element 'a', Fort Endeavor would sum the average score from all cards received. In this example, Data Element 'a' = 20.

Card #1 – 25/6 = 4.17
Card #2 – 30/6 = 5.00
Card #3 – 20/6 = 3.33
Card #4 – 22/6 = 3.67


ISR Services - Microsoft Internet Explorer
ISR SERVICES
About ISR Services
Data Entry
Reports
Administration
Administration: Command Viewer Transfer
Validate & Transfer
Push the Validate & Transfer button to perform the neccesary checks to validate ISR quality data and transfer it to the command viewer.
If the data for the selected organization passes the checks, the ISR quality data will be ready to be viewed and approved within the command viewer application, which may be accessed by logging out and logging back into the ISR application.
Organization: Kitzingen
Service: 504. Veterinary Medicine Services
Year: 2002
The following Performance Measures are still incomplete. If the organization does not perform these measures, please set them to N/A before proceeding with the validation.
Service
PM#
PM Description
24. Retail Supply
01
Frequency of reconciliation and validation (in months).
24. Retail Supply
02
Average backlog of material release documents for shipping (in days).
26. Asset Management
02
Percentage of delinquent hand receipts managed by the Property Book Officer (PBO).
30. Laundry & Dry Cleaning Services
02
Percentage of Government items that are returned clean and undamaged by laundry process.
51. Army Lodging Management
01
Average score on Army Lodging Comment Cards (5-point scale).
Provost Marshal
76. Correctional Services
77. Law Enforcement Servi
78. Physical Security
Chaplain
82-83. Religious Support
Public Affairs
84-86. Public Affairs Office
Installation Management
92. EEO (Equal Employme
93. EO (Equal Opportunity)
94. Internal Review
Safety and Occupational Healt
95. Installation Safety and
Health Services
Medical
500. Patient Care
501. Health Support For Re
Dental
502. Dental Support For Re
Preventive Medicine
503. Preventive Medicine S
Veterinary Medicine
504. Veterinary Medicine Se

- **If your Organization does not pass the validation check, Services Web will notify you of the specific areas requiring attention.**
- **Once these areas have been corrected, you will be able to successfully validate your Organization's data.**


ISR Services - Microsoft Internet Explorer
ISR SERVICES
Organization: Kitzingen
Service: 24. Retail Supply
Year: 2002
17. Document Managemer
Information Technology Mana
18. Information Assurance
19. Automation
20. Information Technology
Operations
Force Protection
22. Force Protection Servic
Logistics
Supply Operations
23. Ammunition Supply Ser
24. Retail Supply
25. Central Issue Facility
Supply Management
26. Asset Management
Materiel Maintenance
27. Materiel Support Mainte
Transportation Services
28. Transportation Services
Laundry/Dry Cleaning
30. Laundry & Dry Cleaning
Engineering
Housing Management
50. Family Housing Manag
About ISR Services
Data Entry
Reports
Administration
Administration: Command Viewer Transfer
Validate & Transfer
Push the Validate & Transfer button to perform the neccesary checks to validate ISR quality data and transfer it to the command viewer.
If the data for the selected organization passes the checks, the ISR quality data will be ready to be viewed and approved within the command viewer application, which may be accessed by logging out and logging back into the ISR application.
Congratulations! The data for this organization have been successfully validated and transferred to the Command Viewer. The data are now ready to be reviewed and approved.
Once your Installation ISR Services data have been validated, it will be locked from editing and sent to the Command Viewer for Installation Level approval.

Data Submission Installation POCs

- **Complete the entry of all data for your installation.**
- **Perform a thorough QA/QC check to reconfirm and verify that all the data was entered accurately.**
- **If inaccuracies do appear, don't hesitate to return, with an immediate request, to that Directorate, for review and resubmission of the CORRECTED data.**
- **Once the data is 100% verified, execute the 'Command Viewer Transfer' Validation check (this will verify that all PMs have been rated).**
- **Upon successful Validation, go to REPORTS and print out your ISR Summary Report.**
- **Your ISR Summary Report MUST be signed by your Garrison Commander before final submission forward.**
- **Upon Commander signature, you may now complete the final step – Command Viewer Approval.**
- **YOU ARE NOW FINISHED WITH YOUR 2004 ISR Services DATA COLLECTION!!!**

Summary

- **The Services Web software is the data input tool for use by installations.**
- **Performance data, Commander's overwrites, and comments are entered using this tool.**
- **Data Validation occurs online.**
- **Data Approval (Submission) is done online.**